

Professionalism

روح المبادرة , النزاهة , الجدارة بالثقة

**Initiative,
Integrity, Trustworthiness**

Dr Noreen Mirza
Dept. of Medical Education
College of Medicine
PNU

Objectives

Upon completion of this session, students should be able to :

- Discuss the meaning and principles of initiative, integrity and trustworthiness.
- Discuss the significance of initiative , integrity and trustworthiness in medical professionalism.
- Relate practical examples about initiative, integrity & trustworthiness.
- Apply knowledge learnt to a case scenario.

Part 1

- Discuss the meaning and principles of initiative, integrity and trustworthiness.
- Discuss the significance of initiative , integrity and trustworthiness in medical professionalism.

INITIATIVE : definition

- The act of **creating or starting**.
- To make a conscious effort **to do things without being told to** and to find alternatives if an option is not possible.
- A professional with initiative possesses the aptitude to bring **forth new ideas** .
- To take action of **his own** without having to wait for instructions.
- To take actions that are in your **long-term best interests** and in the interest of your patients .
- It means **doing more** than is expected.
- It is about **problem solving** and **creativity**

What is integrity?

- doing the right thing when no one is watching.
- doing what is right rather than what is perhaps easy.
- It is the bridge between character and conduct.
- Integrity is intertwined with honesty, reliability, and responsibility.

INTEGRITY: characteristics

- Being consistently honest.
- Following through on commitments.
- Giving credit where credit is due and not taking credit for another employee's idea or work.
- Always performing high quality work regardless of whether it will receive notice from others.

LACK OF INTEGRITY: examples in student life

DISHONESTY BY STUDENTS:

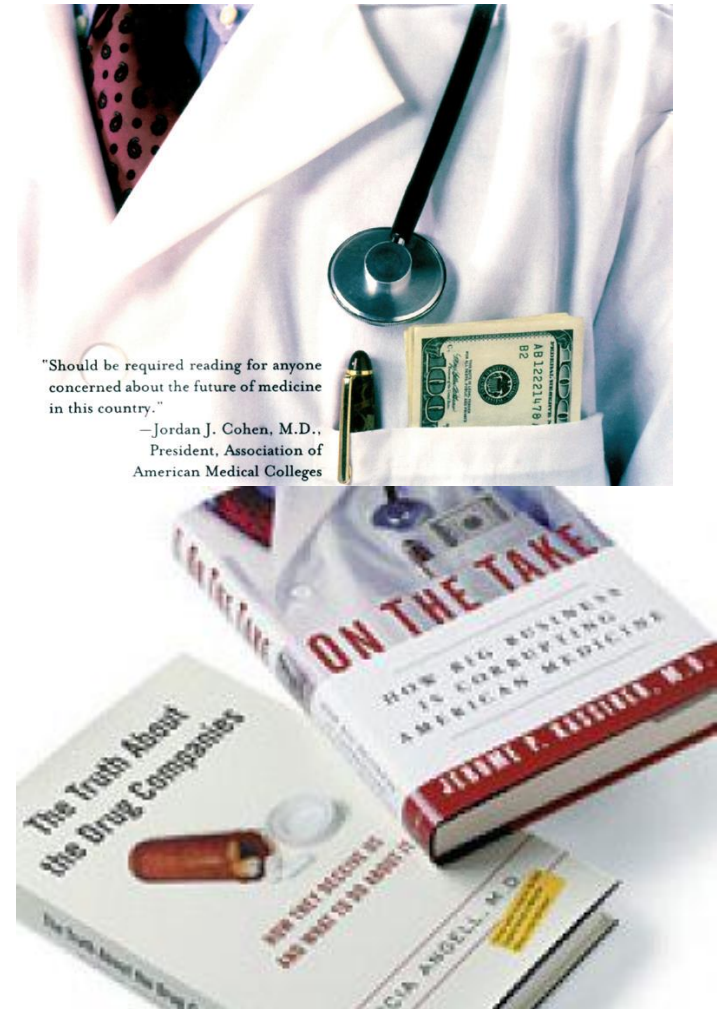
1. Copying from another student examination paper or from a "crib-sheet"
2. Having someone else write a paper or complete a homework assignment,
3. Plagiarizing,
4. Signing an attendance sheet for a classmate,
5. False medical reports
6. Falsifying information from the medical history or physical examination.
7. Cyberplagiarism: obtaining information from the internet without proper citation.

Studies indicate that students who cheat are more likely to be dishonest with their patients in clerkships and medical practice .



LACK OF INTEGRITY: examples in medical practice

- Physicians who accept substantial company-sponsored gifts or all-expense-paid trips.
- Unprofessional, or questionable physician interactions with big business
- The pharmaceutical industry's effort to alter physicians' behavior
- Sponsoring CME activities, the companies create an ideal marketplaces for its products.



Conduct honest:

include :academic dishonesty

- **Cheating (خيانة , إحتيال , خداع)**
 1. Using unauthorized materials to achieve better grade.
 2. Falsification or invention of any information.
 3. Attempting to help another person in an act of cheating.
- **Plagiarism (الغش , سرقة أدبية)**
 1. Submitting an assignment as if it were one's own work.

■ Reliability

Means keeping your word, honoring your commitments, and being dependable.

Dependability requires one to do what is supposed to be done, eg. *return what you borrow, pay your debts, show up on time, and be prepared.*

Difference between trust and trustworthiness

- **Trust** as a sociological construct refers to people's expectations. typically for goodwill, advocacy and competence (and/or good outcome).
- **Trustworthiness** : the trait of deserving trust and confidence .It is influenced by :
 - Patients prior perception about the doctor/ organization , could influenced by third party .
 - Willingness of doctor to listen and how he communicates how he conducts himself .
 - Compassion and positive attitude towards patients

Building trust:

- Listening and compassionate communication with patient
- By keeping promises
- By being honest, reliable and principled
- By never inappropriately betraying a confidence.
- Observing ethical principles like integrity
- Meeting expectations in personal appearance competence and performance.



Case scenario

- **Nahid** is a graduate of medical school. She has just moved to a non-English speaking country for post-graduate study. It was hard for her to fit in ,understand the language and make friends and concentrate in the class.
- She is taking a basic science exam, which turned to be harder than she thought it would be. The answers has to be marked on a separate computer sheet. **Nahid** could not answer most of the MCQs. She handed her answer sheet and sits down at her desk await the end on the class.

- She quickly erased and changed some answers to reflect what she saw on **Samar's** paper and hands back it again. Sometime later , the instructor inform **Nahid** that the invigilator saw her change her answers. She is going to be given an '**F**' for the test. **Nahid** thinks her action do not constitute plagiarism or academic dishonesty ,and the sanction is too harsh especially after she describes about her situation.

Questions about the case

- Is Nahid right in her behaviors ? What do you think about what she has done ?
- Does Nahid have to accept the instructor's sanction ?
- Do you have any idea about better ways for Nahid to handle her problem in the future.
- If you were in the exam and saw a student behaving similar to Nahid what do you do ?

Take home messages

Initiative ...



Take home message

TRUST
is like a paper
once it's crumpled
it can't be
PERFECT

again

Once you trust someone, you can't ever get it back. It's not about how much you trust, but it will never be perfect again.

TAKE HOME MESSAGES

- To have the initiative you need to be proactive and hopeful
- Integrity is the most important value in all stages of professional medical practice
- Trustworthiness is the cornerstone of the practice of medicine.